

Job and Person Specification

Role Title	Executive Support Officer	Classification	ASO4
Reports to	Chief Executive	Direct Reports	Nil
Directorate	CE Group	Team	CE Group

About the LSA

The Lifetime Support Authority (LSA) delivers the Lifetime Support Scheme (LSS) which was established under the *Motor Vehicle Accidents (Lifetime Support Scheme) Act 2013 (SA)*.

Through the LSS, the LSA funds necessary and reasonable treatment, care and support for people who sustain serious injuries in a motor vehicle accident on South Australian roads, regardless of fault. The services are focused on being person-centred, financially sustainable, innovative and efficient.

Our Vision	Making a difference in the lives of participants, who are at the centre of what we do.
Our Purpose	We plan and fund person-centred treatment, care and support services to make a positive difference to participants' recovery and independence.

The LSA actively promotes flexible working arrangements and values diversity in the workplace.

Role Purpose

The Executive Support Officer is accountable to the Executive Officer and responsible for coordination of the Chief Executive's office including providing confidential, high-level administrative services, internal and external stakeholder communication and engagement, and contributing to the resolution of complex and sensitive issues and documentation. The role also provides support to the LSA Board and Committees Executive Officers.

Key Deliverables

- Effectively manage the Chief Executive's diary, meetings and travel to optimise time and ensure seamless coordination.
- Responsible for the provision of a comprehensive range of professional and confidential support to the Executive Officer and Chief Executive including diary management, meeting coordination, information management and coordination.
- Monitor correspondence to identify important issues are highlighted and ensure appropriate actions are taken.
- In conjunction with the Executive Officer, act as first point of contact for enquiries to the Office of the Chief Executive, providing exceptional customer service both internally and externally.
- Take initiative in the identification of issues and the collation, preparation and presentation of information for consideration.
- Liaise and negotiate with relevant agency officers, Ministerial staff and other public sector personnel to coordinate appointments and any urgent or confidential matters.

- Regularly reviewing work procedures, contributing ideas and solutions to enhance business performance and efficiency, and developing, implementing and maintaining systems and procedures.
- Coding invoices in Basware and forwarding for approval by the appropriate delegate.
- Arranging travel and accommodation requirements and itineraries.
- Ensuring that meeting rooms are appropriately set up and equipped and assist with ordering of catering.
- Coordinate the ordering and delivery of office supplies.
- Coordinating building / facilities maintenance as required.

Key Relationships

- LSA employees, leaders and Board members.
- LSS Participants.
- Other SA Public Sector Agencies.
- External stakeholders as required.

Special Conditions

- Appointment is subject to a satisfactory Nationally Coordinated Criminal History Check (NCCHC) that is no more than six months old, and a Department of Human Services (DHS) Working with Children Check (WWCC) which is required to be renewed before expiry.
- Some out of hours work may be required.
- The incumbent must work in accordance with the Code of Ethics for the South Australian Public Sector, the LSA Participant Service Standards, and all relevant policies, procedures and legislative requirements.
- The incumbent may be assigned to other positions at the same remuneration level across the LSA.

Key Selection Criteria

Skills, Knowledge and Experience

- Experience providing confidential executive support and advice on sensitive matters to senior leaders.
- Strong stakeholder engagement skills, with experience liaising across government, executive and external organisations.
- High-level written communication skills, including drafting and reviewing correspondence, reports and minutes with attention to political sensitivity and risk.
- Demonstrated skills in project coordination and cross-functional collaboration to achieve strategic and operational outcomes.
- Advanced digital literacy, including proficiency in Office365 tools (Word, Excel, PowerPoint, OneNote) to support efficient workflow.
- Excellent organisational and time management skills, with the ability to manage competing priorities under limited direction while maintaining confidentiality and accuracy.